



**HUMAN RESOURCES DEPARTMENT**  
**City of San Luis**

**INFORMATION TECHNOLOGY SPECIALIST (PUBLIC SAFETY)**

*This position is part of the IT career series.*

**DEFINITION:**

Under general supervision, performs journey-level technical support work associated with the City of San Luis computer, network and wireless infrastructure and other related equipment, including training and installation. Employees of this class are expected to exercise initiative and technical expertise in the day-to-day operations and support of a large diverse, complex computer installation base.

**DISTINGUISHING CHARACTERISTICS:**

This is the journey level classification in the Information Technology professional series. Incumbents are expected to perform the full range of duties assigned under general supervision. Assignments are generally limited in scope and performed within the procedural framework established by supervisor. This classification is distinguished from Information Technology series in that this is the professional-level classification in comparison to paraprofessional technical IT classifications. Incumbents function independently and have demonstrated technical proficiency in executing their assigned duties. Position specializes in Public Safety Information Technology.

**DUTIES AND RESPONSIBILITIES:**

*The duties listed below represent the various types of work that may be performed. The omission of specific statements of duties does not exclude them if the work is related or a logical assignment to this class.*

- Provides excellent customer service to both internal and external customers.
- Works directly with YRCS (Yuma Regional Communications Systems) personnel and attends any related meetings to YRCS and New World Public Safety.
- Responsible for the City's laptop and mobile computers. Ensures units are functional and provides user training as required.
- Responsible for day-to-day computer software OS, printer support issues and application support issues related to standard and non-standard software. Includes product installation, product upgrades, product fixes, troubleshooting, and interaction with vendor technical support, i.e., Microsoft, New World Public Safety, Symantec, TimeClock Plus, etc.
- Specializes in Public Safety enterprise software (install, test, configure, and deploy New World Public Safety related applications). This includes Mobile, Lerms, CAD.
- Specializes in Public Safety Information Technology (Panasonic Toughbooks, Brother MFC, handheld scanners, video wall, cd/dvd duplicators, etc.)
- Responsible for Public Safety 911 systems support. This includes 911 recording systems, terminals, communication lines, networking equipment, redundant power systems, etc.
- Responsible for the tracking, monitoring, and evaluation of software patches, fixes, and service packs.
- Coordinates and manages vendor contracts for hardware maintenance and software applications.



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- Responsible for coordinating computer based anti-virus software implementation, usage, and training. Performs random audits to ensure anti-virus software is current and updates when needed.
- Responsible for monitoring City compliance with software copyright laws. Performs random audits to ensure compliance.
- Monitors vendor related to electronic data transfers, i.e., troubleshooting issues.
- Trains, advises, and assists personnel with technical problems related to computers, networks, wireless and technical systems, and associated software.
- Reviews technical information about hardware, software, operating systems, and evaluates products for usefulness.
- Assists in installing, configuring, and troubleshooting certain network and client server connectivity hardware and software.
- Responsible for City of San Luis databases related to the tracking inventory of software and computer hardware and maintains computer software inventory, i.e., software license install media, manuals, etc.
- Authorize system access to users and maintain necessary documentation of authorities assigned.
- Coordinate and administer City telephone, equipment, and maintenance agreements.
- Coordinate and participate with other City departments and agencies on technology projects as required.
- Install, maintain/repair, program and test Telecom equipment, surveillance equipment and antennas and peripherals.
- Installs, assembles, and configures computers, monitors network infrastructure and peripherals such as printers, scanners, and related hardware; pulls cables and rewires or directs the rewiring of cables as required for new installations and office reconfiguration.
- Responsible for surveillance systems maintenance, configuration, and install (milestone server applications, axis camera systems)
- Responsible for proximity systems maintenance, configuration, and install.
- Performs related duties as required.

### **EMPLOYMENT STANDARDS:**

#### **Knowledge of:**

- Computer hardware, software, and peripherals.
- Technical and operational aspects of all operating systems including but not limited to DOS.
- Windows 8, windows 10 pro, windows 10 enterprise, Server 2016, Server 2019.
- File Server, Active Directory, Group Policy
- Basic understanding of Windows server services (WSUS, DNS, DC, Group Policy, ftp, Remote Desktop Services, VPN)



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- Computer configurations.
- Computer and Wireless networking.
- Data communications and related software.
- Technical and operational aspects of various office suite applications.
- Client connectivity software.
- Surveillance equipment and software.
- Telecommunication equipment including voice-over-IP.
- Antennas, software, and programming.

### **Ability to:**

- Perform a high level of troubleshooting.
- Analyze, troubleshoot, identify problems, and develop solutions relating to computer hardware, operating systems, and application software.
- Analyze, troubleshoot, identify problems, and develop solutions relating to New World Public Safety Information Technology and YRCS related equipment.
- Install, configure, and support video conferencing systems such as GoToMeeting, WebEx, or zoom.
- Install, configure, and support professional audio/ video conferencing systems for City events and Council Meetings.
- Pass State Security requirements.

### **MINIMUM QUALIFICATIONS:**

#### **Education, Training and Experience:**

Any combination of education and experience equivalent to graduation from an accredited university with a bachelor's degree in computer science, information technology, or a related field and one (1) year of directly related experience. CompTIA N+ preferred or must obtain within six (6) months of employment.

#### **LICENSES AND CERTIFICATES:**

A valid driver license is required at the time of application. A valid Arizona driver license is required at the time of appointment and must be maintained throughout employment.

#### **Special Requirements:**

- CompTIA Network+ and Security+ certifications are preferred.
- Bilingual in Spanish preferred.
- Must be able to work on call at least three days per month.



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- Must assist and provide audio/video support for Council Meetings, or any other scheduled City event requiring professional audio/ video equipment.
- Residency within 25 miles of San Luis and within the US required, San Luis residency preferred.
- Must have the ability to pass an extensive background check including polygraph examination.

### **PHYSICAL AND MENTAL DEMANDS:**

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### **Physical Demands**

While performing the duties of this job, the employee is regularly required to sit, walk and stand; talk and hear; use hands to finger, handle, feel or operate objects, tools, or controls; reach with hands and arms; and perform repetitive movements of hands or wrists. The employee is frequently required to lift up to 40 pounds unaided.

Specific vision abilities required for this job include close vision and the ability to adjust focus.

#### **Mental Demands**

While performing the duties of this class, an employee uses written and oral communication skills; reads and interprets data, information, and documents; analyzes and solves problems; uses math and mathematical reasoning; performs highly detailed work; deals with multiple concurrent tasks; and interacts with others encountered in the course of work, including frequent contact with customers and/or the public.

#### **Work Environment:**

Work is performed in a standard office environment. May occasionally be required to bend, reach, stoop, and lift objects.

Adopted: 00-00-00

BOS Approved: 00-00-00

Revised: 00-00-00